

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

November 5, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Martha Drinan, RN, MN, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:40	Cultural Competency Committee Report <ul style="list-style-type: none"><li>➤ Interpreter &amp; Translation Policies &amp; Procedures</li><li>➤ Upcoming Cultural Competency Committee Meeting</li></ul>	T. Washington M. Borkheim
IV	9:40 – 9:50	Clinical Quality Improvement <ul style="list-style-type: none"><li>➤ OMD Report</li></ul>	C. Eisen
V	9:50– 9:55	Test Calls Report	T. Beyer
VI	9:55 – 10:05	QI Work Plan Implementation Status Report <ul style="list-style-type: none"><li>➤ Medication Support Services</li><li>➤ Co-Occurring Disorders (Substance Use) (COD)</li></ul>	T. Beyer
VII	10:05 – 10:10	QI Work Plan 2012	M. Drinan
VIII	10:10 – 10:15	Data Unit – Update SA Provider Directories	V. Joshi
IX	10:15 – 10:25	Data Unit – PDF Maps Interactive Maps with Different Layers	V. Joshi
X	10:25 – 10:30	Care Integration Collaborative CiMH Update	M. Drinan

Next Meeting  
December 10, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
2nd Floor Conference Room  
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>November 5, 2012</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Claudia Fierro; Debi Berzon-Leitelt; Don Gonzales; Doris Benosa; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Kimberly Spears; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Marcy Pullard; Maria Gonzalez; Mary Ann O'Donnell; Martin Hernandez; Melody Taylor Stark; Michael Tredinnick; Michele Munde; Michelle Rittel; Monika Johnson; Rashied Jibri; Rhiannon De Carlo; Rhonda Chabran; Stacy Atkins; Timothy Beyer; Trudy Washington; Vandana Joshi		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Alan Lert; Ann Lee; Angela Kahn Carol Eisen; Emilia Ramos; Greg Tchakmakjian; Julie Agojo; Julie Valdez; Kari Thompson; Kumar Menon; Leah Carroll; Leslie Shrager; Mary Crosby; Nina Johnson; Sandra Chang Ptasinski;		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

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Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> SA QIC members reviewed QI/QA previous documents. Kimberly Floyd will no longer be the Co-Chair. We are in the process of recruiting for Co-Chair.	Next meeting: November 6, 2012.	D. Berzon-Leitelt
	<b>SA 2 Adult:</b> Providers continue to participate in SA QIC meeting.	Next meeting: November 15, 2012.	K. Salvaggio
	<b>SA 2 Children:</b> Doris Benosa, Office of the Medical Director, will present on Clinical Risk Management at the next meeting.	Next meeting: November 8, 2012	M. Rittel
	<b>SA 3:</b> Rob Ulrich from Compliance Office presented on Sanction list.	Next meeting: November 21, 2012.	B. Levesque
	<b>SA 4:</b> Dark in October. Ed Vidaurri and Debbi Innes-Gomberg will present at next meeting.	Next meeting November 20, 2012 2012.	A. Bray A. Assatourian
	<b>SA 5:</b> Dark in October. SA QIC members reviewed and discussed documents/materials and preparation for the State System Review.	Next meeting: November 6, 2012.	M. Johnson
	<b>SA 6:</b> Stacy Atkins is the new Co-Chair for SA 6. Preparing for disseminating information on State System Review.	Next meeting: December 27, 2012.	S. Atkins
	<b>SA 7:</b> Test Calls & Surveys were completed. Ms. Ayala had requested that QI Liaison, Dr. Beyer provide a brief update on the ACCESS Test Calls and the Performance Outcome Surveys. This was provided by Dr. Beyer at the meeting.	Next meeting November 13, 2012.	L. Ayala
	<b>SA 8:</b> SA QIC members reviewed State System Review Protocol. State Performance Outcome Surveys were discussed as well.	Dark November and December.	M. Munde

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Countywide Children's</b>	Rob Ulrich, from Compliance Office will present at next meeting. Zoe Trachtenberg, Program Head will provide an update on AB3632.	Next meeting: November 8, 2012.	L. Singleton
<b>Cultural Competency Committee</b>	Ms. Washington reported that the Policy for Interpretation Services has been completed and will go to the Cultural Competency Committee for review. It will then be forwarded to Dennis Murata, Deputy Director, Program Support Bureau, and the Compliance Office.	Next meeting: A annual meeting will be held on December 12, 2012. 695 S. Vermont Ave., 15 <sup>th</sup> Floor at 1:30 – 3:30 pm., to discuss the goals and objective for the coming year.	T. Washington M. Borkheim
<b>Clinical Issues OMD Report</b>	<p>The OMD is creating a policy for scheduling appointments:</p> <ul style="list-style-type: none"> <li>• Appointment times and dates shall be made as close as possible to the date of the original request and may be prioritized based upon described Departmental or program criteria, but <b><u>shall in no instance be longer than 30 days from the date of request;</u></b></li> <li>• Appointments following discharge from an acute inpatient facility or other defined setting, such as a Juvenile Hall, <b><u>shall be made within 7 days of discharge, or, if the request was made after discharge, shall be made within 7 days of the request;</u></b></li> <li>• Appointment times may be based upon acuity of need, or defined Departmental or program criteria;</li> <li>• Appointment times may be based on availability of the necessary service provider; and</li> <li>• Appointment times shall be based upon the requesting individual's preferences whenever possible.</li> </ul> <p>OMD is also reviewing, updating and expanding Policy 100.3, Reporting and Other Requirements Regarding Allegations of Sexual Behavior with Clients by DMH Workforce Members.</p>	New and updated policies will be posted once they receive final approval.	M. O'Donnell

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<b>Test Calls Report</b>	Dr. Beyer distributed the 2012 Summary Report of Test Call Study: Monitoring Accessibility to the 24/7 Toll Free ACCESS line. QI will continue to work with the ACCESS Center, especially as related to the language contractor, OCI.	Departmental QIC Members were encouraged to read over the report and to share the report with the SA QIC members. The report will also be posted on the QI website.	T. Beyer
<b>QI Work Plan Implementation Status Report</b>	Medication Support Services and Co-Occurring Disorders (Substance Use) (COD) QI Implementation Status Reports were distributed. The COD goals and activities related to the QI Work Plan from previous years have been completed. This report reflects the sustainability levels of performance planned and achieved by the Department.	These reports will be posted and made available on the QI website.	M. Drinan T. Beyer
<b>QI Work Plan 2012</b>	Ms. Drinan provided a brief discussion on QI Work Plan CY 2012 to be updated for 2013. A copy of the QI Quality Improvement Work Plan to go to Service Area QIC and SAAC as a forum for discussion to address access to services and to discuss appropriate recommendations and input for the QI Work Plan for 2013.	Data for underserved populations and demographic disparities is available via the report and QI website. A draft QI Work Plan 2013 to be developed and include input as appropriate.	M. Drinan V. Joshi
<b>Data Unit – Update SA Provider Directories</b>	A request was sent to SA QIC Chairs to update electronic information to ensure that Provider Directory information such as addresses, phone numbers, hours, services, languages and contact information is accurate for 2013.	Please forward needed updates to Dr. Joshi via email. Service Area 1 and 6 updates are currently pending.	V. Joshi
<b>Data Unit – PDF Maps Interactive Maps with Different Layers</b>	Dr. Joshi provided a tutorial presentation on PDF maps with different layers. Users can print maps with different layers such as Service Area boundaries, Supervisorial District boundaries, Mental Health Outpatient Clinics and penetration and retention rates.	All Maps are available at: <a href="http://psbqi.dmh.lacounty.gov/Maps.htm">http://psbqi.dmh.lacounty.gov/Maps.htm</a>	V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Care Integration Collaborative CiMH Update</b>	Defer to next meeting.		
<b>Handouts</b>	<ul style="list-style-type: none"> <li>➤ Test Calls Report and attachments</li> <li>➤ QI Work Plan Implementation Status Report                             <ul style="list-style-type: none"> <li>• Medication Support Services</li> <li>• Co-Occurring Disorders (Substance Use) (COD)</li> </ul> </li> </ul>		
<b>Announcement</b>			
<b>Next Meeting</b>	December 10, 2012		

Respectfully Submitted,

Martha Drinan, RN, MN